



# CITY OF HOUSTON

Public Works and Engineering  
Department

PAY BY PHONE: 713-371-1265

PAY ONLINE AT [WWW.HOUSTONWATERBILLS.ORG](http://WWW.HOUSTONWATERBILLS.ORG)

FOR QUESTIONS REGARDING DRAINAGE AND CIP, PLEASE VISIT [WWW.REBUILDDHOUSTON.ORG](http://WWW.REBUILDDHOUSTON.ORG)

## TURN OFF NOTICE

FOR WATER AND WASTEWATER INQUIRIES, PLEASE CALL 713-371-1400.

FOR DRAINAGE INQUIRIES, PLEASE CALL 713-371-1111.

FOR WATER LEAKS, PLEASE CALL 311.

13 CD-0

WD-01

Account Number	Service Address	Rate/Class	Meter Size(Inches)
0920-2370-1144	4904 GRIGGS RD	COMMERCIAL	2
Past Due Amount	Last Billed Amount	Total Amount Due	
10,289.30	748.89	\$11,038.19	
Billing Date	04/10/2015	Due Date	UPON RECEIPT
		Cut Date	04/24/2015

**YOUR ACCOUNT IS SERIOUSLY PAST DUE AND YOUR SERVICE IS SCHEDULED  
TO BE DISCONNECTED.  
PAYMENT IS DUE IMMEDIATELY.**

Unless you have been notified otherwise, payments using your checking account or credit card may be made through our automated telephone system at **713-371-1265** or on our website at [www.houstonwaterbills.org](http://www.houstonwaterbills.org). Cash payments and checks are accepted at local grocery stores.

If the past due amount has been paid, please pay the Last Billed Amount only. If you make a payment within 24 hours of the cut date, please call 713-371-1400 and provide us your payment receipt number.

If your service is turned off due to non-payment, your account will be reviewed for an additional security deposit and charged a reconnect fee. You must call 713-371-1400 to advise a representative of your payment and receipt number in order to restore service. Service may not be restored for up to **two (2) business days** after you have notified us that the account has been paid in full or payment arrangements have been made. To avoid this inconvenience, please pay your bill by the due date.

If you are a residential customer and you meet specific income criteria, you may qualify for temporary financial assistance through the W.A.T.E.R. Fund. For details call our Customer Contact Center at 713-371-1400.

If you wish to challenge the correctness of this bill, you must contact Water Customer Service within ten (10) days of the billing date by calling 713-371-1400, by writing to Water Customer Service, P.O. Box 4863, Houston, TX 77210-4863, or by emailing [customer.service@houstontx.gov](mailto:customer.service@houstontx.gov).

Return this portion with payment. Write account number on all checks.  
Payable to: CITY OF HOUSTON

TOTAL AMOUNT DUE:	\$11,038.19
Amount Paid:	
Due Date:	UPON RECEIPT

\$1.00 Gift to W.A.T.E.R. Fund ☐

P.O. Box 1560  
Houston, TX 77251



P4DKPQ00304971 - 950887 - 1 2 E14167 I96833



CES ENVIRONMENTAL SERV INC CH-7  
HUGHES WATERS ASKANASE, D KOKENES  
333 CLAY, 29TH FLOOR  
HOUSTON TX 77002-2571

092023701144 0001103819 0001103819



## GO GREEN - SAVE GREEN!

*eBilling and online bill payment are great ways to help the City increase efficiencies. It's a quick and easy way to save time and money. You'll be helping to save our environment too!*

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Internet access, account verification and a valid e-mail address are required for online payments and account services. Payments may also be made through our automated telephone system at **713-371-1265**.

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### IMPORTANT INFORMATION ABOUT YOUR RIGHTS AND RESPONSIBILITIES AS A CITY OF HOUSTON UTILITY CUSTOMER

To ensure that you receive regular updates from the City of Houston regarding your account, it is necessary to keep all contact information current on your water/sewer accounts including phone numbers, e-mail addresses, etc. Commercial and multi-family customers must request changes in writing.

The City of Houston has installed electronic meter reading devices throughout the city in order to obtain your meter reads for billing. It is a violation of City Ordinance and State Law to tamper or damage the water service connection. If damage or tampering is noted fines may be assessed. Please ensure the water meter box and its contents are left unobstructed and undisturbed.

If you feel that you have been incorrectly billed for water or sewer services, or are unsatisfied with a correction to your bill, you have the right to an administrative review or informal hearing to address your complaint. A complaint must be filed within 90 days from the date of the first disputed bill. If you are waiting for a decision on a bill adjustment, you must continue to pay your current bill(s) while awaiting resolution of your adjustment to avoid interruption of your service, additional penalties, and/or late fees.

Hearings will not be provided for requests that are inconsistent with City Ordinance Sec. 47-70.1, such as denial or the amount of assistance from the W.A.T.E.R. Fund; terms of deferred payment agreements, customers' inability to pay for services, the amount of deposit required, or the rate schedule. Please visit our website at [www.houstonwaterbills.org](http://www.houstonwaterbills.org) for a complete list of non-disputable items.

Allowing your account to fall into delinquent status for any reason may result in additional fees, additional deposit requirements, and/or termination of service. **In the event service is disconnected, service may not be reinstated for up to two (2) business days after the account has been paid in full or satisfactory arrangements have been made.**

If your services are in danger of termination because you cannot pay, you may be eligible for assistance from the W.A.T.E.R. Fund. Proof of income is required and assistance is subject to availability of funds.





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FOR WATER LEAKS, PLEASE CALL 311.

14 CD-0 WD-01

Account Number	Service Address	Rate/Class	Meter Size(Inches)
0920-2375-1107	4904 1/2 GRIGGS RD	COMMERCIAL	1.5
Past Due Amount	Last Billed Amount	Total Amount Due	
98.71	10.26	\$108.97	
Billing Date	04/10/2015	Due Date	UPON RECEIPT
		Cut Date	04/24/2015

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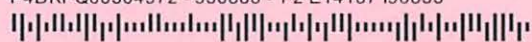
TOTAL AMOUNT DUE:	\$108.97
Amount Paid:	
Due Date:	UPON RECEIPT

\$1.00 Gift to W.A.T.E.R. Fund ☐

P.O. Box 1560  
Houston, TX 77251



P4DKPQ00304972 - 950888 - 1 2 E14167 I96833



CES ENVIRONMENTAL SERV INC CH-7  
HUGHES WATTERS ASKANASE, D KOKENES  
333 CLAY, 29TH FLOOR  
HOUSTON TX 77002-2571

092023751107 0000010897 0000010897



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14 CD-0 WD-01

Account Number	Service Address	Rate/Class	Meter Size(Inches)
5010-0030-2023	4904 GRIGGS RD		4
Past Due Amount	Last Billed Amount	Total Amount Due	
242.98	24.77	\$267.75	
Billing Date	04/13/2015	Due Date	UPON RECEIPT
		Cut Date	04/27/2015

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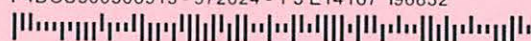
TOTAL AMOUNT DUE:	\$267.75
Amount Paid:	
Due Date:	UPON RECEIPT

\$1.00 Gift to W.A.T.E.R. Fund ☐

P.O. Box 1560  
Houston, TX 77251



P4DOU500306913 - 972024 - 1 3 E14167 I96832



CES ENVIRONMENTAL SERVICES CH-7  
HUGHES WATTERS ASKANASE, D KOKENES  
333 CLAY, 29TH FLOOR  
HOUSTON TX 77002-2571

501000302023 0000026775 0000026775





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